

Program Report: Division of Oral Health Clinical and Preventive Support Centers

(revised January 2011)

Name / Location of Support Center: **Albuquerque Area Dental Support Center**

Progress report covering: **September 15, 2011, to March 1, 2012**

1. Describe key Area oral health needs or issues your support center is addressing.
 - Ensure that perceived stakeholder needs are identified and met
 - Serve as a centralized source of support, technical assistance and resources for oral health promotion/disease prevention initiatives across the Area
 - Collaborate with local state, Area-wide, and national partners to address the board challenges and opportunities associated with preventive and clinical dental programs
2. List the objectives of your support center (which are identical to those listed in our funding proposal).

By September 14, 2012, the Support Center will have

- Assessed stakeholder needs
- Gathered evaluation feedback
- Contributed to a minimum of two grant proposals on behalf of local dental programs
- Developed and coordinated an Area-wide Children's Dental Health Month campaign
- Designed, field-tested, published, and distributed at least one culturally relevant and reading-level appropriate oral health education material
- Coordinated at least five conference calls and one face-to-face meeting on behalf of Area Dental Chiefs and Prevention Coordinators
- Collaborated with Area Dental Chiefs to assist in the completion of at least three program reviews
- Coordinated and/or sponsored a minimum of two continuing education opportunities for dentists, hygienists and/or assistants
- Supported Area recruitment efforts
- Served as an Area resource for data collection, analysis and dissemination
- Demonstrated ongoing commitment to collaboration with IHS Division of Oral Health
- Promoted the coordination of research, demonstration projects or studies relating to the causes, diagnosis, treatment, control and prevention of oral disease
- Supported the rollout of the Early Childhood Caries Initiative
- Explored the possibility of collaboration with other programs

3. Describe in detail the activities and accomplishments that further progress toward meeting your objectives. If the tie between any of your activities and your objectives is not obvious, explain it.

Objectives: by September 14, 2012, the Albuquerque Area Dental Support Center will have:	Activities and Accomplishments for the period from September 15, 2011 through February 29, 2012
Assessed stakeholder needs	Conducted 4 needs assessment visits <ul style="list-style-type: none"> ▪ Santo Domingo ▪ Zuni ▪ Mescalero ▪ San Felipe
Gathered evaluation feedback	<ul style="list-style-type: none"> ▪ Director's performance was evaluated ▪ FY11 Stakeholder's Satisfaction Survey administered ▪ Begin development on RFP to identify FY11/12 Program Evaluator
Contributed to a minimum of two grant proposals	Contributed to 1 grant proposal (funded)
Developed and coordinated an Area-wide Children's Dental Health Month campaign	Highlights of 2012 Children's Dental Health Month included: <ul style="list-style-type: none"> ▪ Patient education materials (17,480) were developed and distributed to 100 percent of Area Dental Programs: <ul style="list-style-type: none"> - Mighty Mouth tattoos - Mighty Mouth stickers (small): for application to all patient education materials - Mighty Mouth stickers (large) - 2012 CDHM Calendars - Mighty Mouth Sealants and Fillings tear-pads ▪ Culturally appropriate print ads were placed in 19 community newspapers and newsletters http://www.napprdental.org/wp-content/uploads/2011/11/FullPage.pdf including <ul style="list-style-type: none"> - <i>Indian Country Today</i> - <i>New Mexico Kids</i> ▪ Outreach was conducted to potential community collaborators including <ul style="list-style-type: none"> - 20 Area Head Start Centers - 11 Area WIC Clinics - 20 CHR programs, schools and/or other agencies ▪ 70 letters were sent to Tribal Leaders (with copies to respective Dental Chiefs) ▪ 12 billboards posted http://www.napprdental.org/childrens-dental-health-month

	<ul style="list-style-type: none"> 3 patient information videos were produced http://www.napprdental.org/childrens-dental-health-month 1 radio interview was conducted 1 television interview was conducted http://www.kob.com/article/stories/S2474310.shtml?cat=11121 3 Facebook postings CDHM Contest conducted among Area programs to encourage development of local CDHM plans Delivered 14 presentations in 9 communities reaching 715 people Respond to 14 requests for additional patient education materials totaling 4,943 <ul style="list-style-type: none"> Acoma Head Start (1) Alamo WIC (1) Isleta Dental (400) Mescalero CHR (1,076) Mescalero Senior Center (147) Mescalero WIC (131) NAPPR (740) Santa Fe (1,001) Tesuque Health/Behavioral Health (630) Tesuque CHR (16) Tesuque Community School (24) Tesuque Head Start (30) Tesuque Intergenerational Center (43) Zuni Dental (703)
Designed, field-tested, published, and distributed at least one culturally relevant and reading-level appropriate oral health education material	<ul style="list-style-type: none"> Area Dental Chiefs and Prevention Coordinators were polled as part of the FY11 Stakeholder Survey their for future topics to be addressed No new materials were developed during the reporting period. The following materials were reviewed and reprinted: <ul style="list-style-type: none"> Emergency poster Healthy Mouth for Life Fluoride Varnish brochure
Coordinated at least five conference calls and one face-to-face meeting on behalf of Area Dental Chiefs and Prevention Coordinators	<ul style="list-style-type: none"> 2 calls were coordinated for Dental Chiefs <ul style="list-style-type: none"> October 19 December 14 2 calls were coordinated for Prevention Coordinators <ul style="list-style-type: none"> September 22 December 8 Annual Meeting planned for April 24, 25, 26: presented to CEO Conference Call to promote participation
Collaborated with Area Dental Chiefs to assist	<ul style="list-style-type: none"> 1 program review was conducted at Mescalero by ACL on October 6

in the completion of at least three program reviews	<ul style="list-style-type: none"> 1 chart review was conducted at Sandia by Santa Fe on October 21
Coordinated and/or sponsored a minimum of two continuing education opportunities for dentists, hygienists and/or assistants	<ul style="list-style-type: none"> AIDC Study Club (1.5 CDE) <ul style="list-style-type: none"> Set-up January 18 session Reschedule to February 29 (at the request of AIDC) CPA by Dr. Robert Langsten (7 CDE) <ul style="list-style-type: none"> Set up March 23 session Cancel March 23 session (at the request of the speaker) Pediatric Update by Dr. Jessica Lee (6 CDE): confirmed and contracted for August 24, 2012 Announced 18 CDE opportunities
Supported Area recruitment efforts	<ul style="list-style-type: none"> Develop relationships with local training programs <ul style="list-style-type: none"> Attend Pima Medical Institute's Dental Hygiene Program Open House Update points of contact at local training programs Forward vacancy announcements to local training programs on behalf of <ul style="list-style-type: none"> ACL Zuni Maintain Dental Chief/Prevention Coordinator Directory and Listserv
Served as an Area resource for data collection, analysis and dissemination	<ul style="list-style-type: none"> Maintain RPMS access for 10 sites FY11 Core Dental Data compiled for <ul style="list-style-type: none"> Taos AIDC ECC Virtual Learning Community: run VLCP report to establish baseline for participating Area program GPRA <ul style="list-style-type: none"> Disseminate <i>IHS Primary Care Provider's</i> article (January) on sites (all Tribal) that met 100% of their GPRA indicators Participate in Area GPRA Conference Call Propose inviting Area GPRA Coordinator to participate in Chiefs Conference Call Social Media Survey: collect feedback from 126 respondents
Develop awards and facilitate recognition	No awards were written during the reporting period
Disseminate resources	<p>Disseminated resources to 100 percent of Area Programs, 14 local community partners and four out-of-Area sites</p> <p>All Area Programs</p> <ul style="list-style-type: none"> Oral health puppets (23) Disseminate articles (3) Meet with potential contractor

- *Journal of Public Health Dentistry* indices: December
- *Chicken Soup for the Dental Soul* (23)
- Maintain DSC Resource Collection
- List of local oral surgeons accepting Medicaid
- Orientation packets to
 - Alamo
 - Southern Ute
 - Zia
- Customer Service Week daily tips
- EDR demo video
- Lessons in a Lunchbox

ACL

- Transcribe 8 Policies and Procedures
- Patient education materials (700)

AIDC

- Research and promote online course offerings
- Revise Fire Exit Map
- Coordinate postcard outreach
 - Public Schools in 3 communities
 - NAPPR, Inc.
 - Native American Community Academy
- Patient Satisfaction Survey: update; administer,
- www.ihs.gov/aidc: submit suggestions for updates
- Update various signage
- Patient education materials (40)

Dulce

- Patient education materials (56)
- Research for diabetes presentation
- Oral-B umbrella purchasing info

First Nations: 2011/12 CDT Code Book

Jemez: respond to request for info on contracting

Mescalero

- Research X-ray drain cleaners
- Common Code List

Pine Hill

- Respond to request for Ortho info
- Patient education materials (570)
- Development of diabetes radio spots

	<p>San Felipe</p> <ul style="list-style-type: none"> • IHS Fluoride Varnish Training Protocol • Healthy Teeth Book • JPHD article: Body Mass Index Measurement in Schools Partnering with Oral Health • DSC Resource Collection Catalog • Xylitol info <p>Santa Fe: video loan</p> <p>Taos: phone meeting with Martin Jaegers, CEO</p> <p>Zuni</p> <ul style="list-style-type: none"> • JPHD article: Chronicling the Dental Therapist Movement in the United States • Patient education materials (442) <p>Community Partners: responded to requests from 14 community partners with provision of patient education materials totaling 4,422</p> <ul style="list-style-type: none"> • Breast Cancer Resource Center (1) • Mescalero Head Start (371) • Mescalero Senior Live-in Center (50) • Mescalero Senior Social Center (101) • NACA (419) • NAPPR Early Head Start (609) • NAPPR Early Intervention Program (305) • NAPPR Family Night (50) • Okay Owingeh Head Start (800) • Pine Hill FACE program (239) • Pojoaque Health Fair (626) • Santa Fe County MCH Council (500) • To'hajillee FACE Program (283) • Zuni WIC (68) <p>Beyond the Area Requests</p> <ul style="list-style-type: none"> • Responded to 2 requests for patient education materials (349) <ul style="list-style-type: none"> - Dakota Smiles Mobile Dental Program/Four Bands of the Lakota Nation: (301) - Sells PHS Indian Hospital (48) • Responded to 2 requests for video loans <ul style="list-style-type: none"> - Lydian Gogoh: How to Manage Your Clinic - Dr. Enrique Mendez, Sanford Brown Institute: Crest Video Series
Demonstrated ongoing	<ul style="list-style-type: none"> • Division of Oral Health: timely completion and

commitment to collaboration with IHS Division of Oral Health	submission of FY11 Annual Report <ul style="list-style-type: none"> • HPDP Awards: serve as reviewer for FY12 Award proposals • HPDP Committee: participate in December 8 conference call • Dental Portal: review Area section, update accordingly
Promoted the coordination of research, demonstration projects or studies relating to the causes, diagnosis, treatment, control and prevention of oral disease	Basic Screening Survey (Year 2: 2011/2012) <ul style="list-style-type: none"> • Serve as point of contact for Area effort (8 programs) and national coordinators • Order and disseminate screening supplies (based on numbers to be screened) to the 17 screening sites <ul style="list-style-type: none"> - Disposable mirrors - 2x2 sponges - Flashlights - Gloves - Toothbrushes - Antiseptic hand gel - Laminated Examiner Cheat Sheet • Onsite assistance with 4 screening clinics
Supported the rollout of the Early Childhood Caries Initiative	<ul style="list-style-type: none"> • ECC Steering Committee: participate in Jan 11 conference call • ECC Virtual Learning Community <ul style="list-style-type: none"> - Announce, promote - Participate in WebEx training - Pull and submit data on behalf of participating program - Review and compare results
Explored the possibility of collaboration with other programs	Explored collaboration with other 3 other programs: <ul style="list-style-type: none"> • Harvard Project on American Indian Economic Development • National Oral Health Council • State Head Start Dental Leadership Team

4. During the current time period being addressed, what has been the one most significant achievement of your Center?

Providing support and assistance for year 2 of the IHS Oral Health Surveillance Basic Screening Survey

5. What work products, if any, have you developed during this time period? Examples of newly developed work products should be attached or enclosed with this report. (It is not expected that every Center will develop new work products during every six-month interval throughout the five-year funding cycle.)
- 2012 CDHM Calendar (attached)
 - Mighty Mouth Tattoos (attached)
 - Mighty Mouth Stickers (attached)

- Patient information videos (3) <http://www.napprdental.org/childrens-dental-health-month>
 - Print ads (attached)
 - Billboards (attached)
6. How have you promoted GPRA and furthered progress toward achieving the three dental annual objectives?

In addition to

- Disseminate *IHS Primary Care Provider's* article (January) to all Area programs on sites (all Tribal) that met 100% of their GPRA indicators
- Participate in Area GPRA Conference Call
- Proposed inviting Area GPRA Coordinator to participate in Chiefs Conference Call
- Proposed local GPRA Awards

Interim Reports from Area Coordinator are integrated into a Dental-specific dashboard report and disseminated. GPRA is a standing agenda item on each of the Chiefs Calls as well as at the Annual Meeting.

7. What is the one most significant problem or barrier that challenges or decreases the effectiveness of your center? How are you addressing this challenge? Is there anything the Div. of Oral Health HQ staff or your Project Officer can do to assist you in this regard?

Not enough hours in the day!

8. List any challenges (other than that described in question #7) that have emerged, or have yet to be effectively solved. How are you addressing these issues?

While the costs of salaries and benefits have continued to increase, the amount of funding has remained the same these many years. If funding levels don't increase, we need to identify an additional source of revenue so that we can maintain or enhance the level of services offered.

As a nationally recognized developer of award-winning patient education materials especially designed for Indian Country, we would like to make those materials available – at a reasonable cost – for others outside our service area who would make them available to their communities. Because we are a program award site, we have been operating under the understanding that we should not be charging for products or services. However, it is becoming difficult for us to fully respond to the various requests we receive for materials.

This year, we developed a blog site and Facebook page which we cannot consistently view or refer others to because of the IHS restrictions on social media.

9. How do you evaluate the effectiveness of your activities and overall program?

Overall program

- Regularly (every other year) contract with an independent evaluator to evaluate the effectiveness of our program
- Annual administration of Stakeholders Survey

Activities: it depends on the activity; however, a few examples include

- CDE offerings: course evaluation forms and summary
- Chiefs/Prevention Coordinator meetings: number of meetings conducted; meeting evaluations
- Program Reviews: number of reviews conducted

Staff: regular performance evaluation

- Director: January
- Health Educator: May

10. Summarize your future plans. How do you plan to assess the needs of the Area Dental Program and possibly revise your efforts during the next year or two?

- Ongoing solicitation and integration of input, feedback and direction from Stakeholders such as Area Dental Chiefs, Prevention Coordinators and Area Leadership
- Continued alignment with national efforts such as the Early Childhood Caries Initiative and the Basic Screening Survey
- Formal program evaluation planned for September 2012

12. Is there anything else you want to share to enable your project officer or other reviewers to better understand your support center?

Not unless this report generates additional questions

Date this report is submitted: February 29, 2012

Signed: Suzanne L. Marks
(Director, Dental Support Center)

A “typed signature” is acceptable. Submit electronically to Dr. Patrick Blahut at patrick.blahut@ihs.gov, or mail to Dr. Blahut, Project Officer, Support Centers Project, IHS HQ Division of Oral Health, 801 Thompson Avenue, Rockville, MD 20852. Electronic submissions are fine; mail can be utilized if you have original examples of work products to enclose.

Thank you for your continued attention to this reporting requirement.